



28 September 2017

Dear Parents and Carers,

### Communication

As you are all aware we now have our new communication/payment system Wisepay up and running. Not only can you pay for trips/school meals etc on this system, but this system is also the primary way that we communicate with home. As with our previous system, our communication day is a Thursday and you will receive an email from Wisepay confirming the letters that have been uploaded to the website to be viewed. Occasionally the weekly mailing may be delayed until Friday. All weekly communications are put under the following section of the website: Information for parents (button) and then under the relevant year group for your son/daughter.

The fortnightly newsletter has now ceased as we are using Facebook and Twitter to update parents and carers on student achievements, subject information and other additional information. To access the official St Edward's Twitter and Facebook pages please go through the link on the front page of the website.

We will be issuing a termly newsletter, which will have updates from the Senior Leadership Team, Subject Leaders and myself on Teaching and Learning, Personal Development, Behaviour and Welfare amongst other topics.

With regard to communication with the school, I do understand that sometimes communication can be a source of frustration, especially if phone calls are not returned. We aim to return calls within 24 hours. To improve this we have an Enquiries Co-ordination Team who parents and carers can contact if they have not had a return phone call or email within 3 working days, who will aim to ensure that your concern or query is addressed more quickly. The number to call for the Enquiries Co-ordination Team is 01202 740950 or alternatively you can email them on enquiries@st-edwards.poole.sch.uk. I do hope this will make a positive impact for parents and carers needing to communicate with teaching staff.

Mr Chris Farrow, Assistant Headteacher, is reviewing ways of improving communication with parents and carers so that we can continue to improve the service that we provide. If you have useful ideas or suggestions, please do get in contact: [cfarrow@st-edwards.poole.sch.uk](mailto:cfarrow@st-edwards.poole.sch.uk)

Kind regards

Mr M Antram  
Headteacher